

Lawn Tennis Association Coach Qualification Learner Appeals Reporting and Handling Procedure for Level 4 and 5 Courses

This policy applies only to Level 4 and 5 coach qualification courses that are delivered by the Lawn Tennis Association.

Any individual who takes part in a coaching qualification delivered by the LTA and wishes to appeal the outcome of an assessment relating to the course, must do so within 14 working days of receiving the disputed assessment outcome. Any learners wishing to appeal are advised to keep copies of all documents relating to the appeal. If an individual is looking to appeal a result that was made on a coaching qualification course that was delivered by an external provider, then that person would have to contact the provider directly in the first instance.

Should a learner wish to complain about any services relating to a coach qualification course provided by the LTA they should follow the procedure stated below.

Appeals Procedure

If the appeal cannot be resolved informally to the satisfaction of learners, or if a learner feels that they cannot make an informal appeal to their tutor/assessor, a formal appeal should be submitted in writing to the Coach Qualification Manager at the LTA using the Appeals Form set out below.

The Coach Qualification Manager will write to the learner to acknowledge receipt of the appeal within 10 working days and outline the course of action to be taken.

The Coach Qualification Manager will carry out an investigation, and will write to the learner within 20 working days of the date of acknowledgement of receipt with the findings and a decision as to whether the appeal was justified.

A learner is required to provide as much information as possible regarding the disputed assessment decision. When completing the Appeals Form set out below, information should include:

- the date and type of the assessment (i.e. observation of practical work, assessment of a set task/assignment, result of an internally assessed question paper)
- the name of the assessor involved
- a brief outline of the reason for the appeal
- any associated documents (i.e. learner evidence, record of feedback from the assessor involved).

All appeals should be sent to:

Coach Qualification Manager

Lawn Tennis Association, National Tennis Centre, 100 Priory Lane, London, SW15 5JQ

Learner Appeal Form

As set out above in the appeals procedure a learner is required to complete this form and forward it to the Coach Qualification Manager to make a formal appeal to the LTA, if they are still dissatisfied after having made an informal appeal to their assessor.

Learner's name	
Address	
Email address	
Contact number	
Date of assessment	
Date appeal submitted	
Name of assessor (against whose decision the appeal is being	

Describe the reasons for your appeal as fully as possible. Please include **copies** of any associated documents (e.g. learner evidence, record of feedback from the assessor involved). Learners should keep a copy of this form.

Type of assessment and nature of the appeal
<p style="text-align: right;">Please attach an additional sheet, if necessary</p>

Details of Original Assessment Decision

Please attach an additional sheet, if necessary in addition to any supporting evidence

Learner signature		Date	
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Please return this form to:

Coach Qualification Manager, Lawn Tennis Association, National Tennis Centre, 100 Priory Lane, London, SW15 5JQ

